

Frequently Asked Questions about the Human Resource Certification (HRC) Program

Application/who should apply/requirements for the program

1. How do I apply?

You can obtain an application from our website at:

<http://www.delawarepersonnel.com/training/special/hrc/index.asp>

or by calling our Office at 739-1990. Request your supervisor's support as well as the support of your division director. Complete the application and send it with your supervisor's letter of recommendation and division director's letter of endorsement to the HRC Program Manager, OMB/HRM/Training and Organization Development, Suite 134, Haslet Armory, 122 MLK Jr. Blvd., Dover, DE 19901, SLC: D430G, or via email: James.Terry@state.de.us

**Enrollment periods are
April 15 – May 15 and October 15 – November 15.**

2. My supervisor won't approve my application. Am I still eligible to apply?

To apply and participate in this program, you need written approval as well as full cooperation and support of your supervisor and agency.

3. Do I need a degree to apply?

No, there is no degree requirement for the HRC Program.

4. Do I need to be an HR Professional to apply?

No. There is no stipulation that you must be an HR Professional to apply for this program. **However to enroll, participants must be assigned duties that provide the opportunity to meet the State of Delaware merit system HR experience requirements for program completion.**

5. Do I have to have Delaware merit system HR experience to enroll in the program?

No, there is no prerequisite for experience to enroll. Experience requirements may be gained while enrolled in the program by: Satisfactorily performing professional human resource activities in a State of Delaware merit system human resource office such as Labor Relations, Employee Relations, Benefits, Job Classification, Compensation Analysis, Pension, Recruitment,

Selection or AA/EEO for at least one year, or at least two years satisfactorily performing State of Delaware merit system human resource support functions.

6. What qualifies as State of Delaware merit system HR support functions?

State of Delaware merit system Human Resource support functions may include but are not limited to: reviewing HR transactions for accuracy and compliance with merit rules, federal guidelines and department procedures, preparing HR documents for processing, providing routine information to employees and applicants in an HR functional area, or preparing memos, letters and general correspondence to support a Delaware State merit HR office function.

7. Do I need to be employed in an HR position to qualify as a candidate for the Program?

No. Participation in the HRC Program is open to State of Delaware employees who are assigned to merit system HR positions **or assigned work** in support of merit system HR functions. Please note that it is not necessary to be an accepted candidate for the Certification Program before taking HRC program courses. Courses taken within five years of acceptance for the certification program may qualify for credit toward the Certification.

8. I've worked in HR for ten years. Is this program for me?

Yes! The HRC program provides you with an opportunity to pursue continuing education to remain current in state HR merit system management practices and to attach a valuable credential to your work experience.

9. What will the HRC program cost?

While most HRC courses are free, some of the courses have minimal fees. Payment will be required at the time you take those courses. Please remember you have five years to complete the program, so costs can be spread out during that period. The total cost of the program is approximately \$100.

10. I can't get the application completed by the end of the enrollment period. Do I have to wait until the next enrollment period?

Applications will be accepted only during the enrollment period. **Please note you can take HRC Program courses without actually being enrolled in the certification program.** Credit for courses taken within five years of

acceptance into the program can be requested once you have applied and been accepted into the HRC program.

Please obtain a copy of the Course Summary Assessment (CSA) fillable form from our website and review it before you take each course. There is also a sample CSA for your review. Once you have completed the course, discuss the knowledge you gained with your supervisor, and complete the CSA fillable form. Please keep this information until you are accepted into the program, then forward to the HRC Program Manager for review.

Coursework

Please note course work is important and so are your experiences. Knowledge gained from course work translates to experience when it is applied on the job.

11. I've already taken several of the HRC courses; will I get credit?

Credit for courses taken within five years of acceptance into the program can be requested once you have been accepted into the program. You may obtain a copy of the Course Summary Assessment fillable form and a Sample CSA on our website. Complete the CSA fillable form and discuss with your supervisor. Keep this information until you are accepted into the program.

12. I've taken courses that are similar to the required courses in the program. Can I substitute these for your courses?

There are no substitutions for the course requirements.

13. Is the *Quality Service in the Public Sector* course the same as the *Principles of Quality* course?

No. *Quality Service in the Public Sector* is a one-day course that focuses on the special role of public servants and quality customer service. *Principles of Quality* is designed to familiarize participants with the core principles required to build and sustain a continuous quality improvement program.

Assessment

14. What is involved in the "Case Study exercise?"

The Case Study exercise is conducted after completion of all required courses, and course summary assessments.

The case study exercise focuses on real life situations and provides an opportunity for the participant to demonstrate an ability to apply knowledge gained through the HRC program, and to provide an assessment of

competencies developed during the overall program. Participants will have 30 days to complete this exercise and return it to the HRC Program Manager.

15. What is involved in the written report and oral presentation?

Once the required courses, Course Summary Assessments, and Case Study exercises are completed, participants will prepare a written report for presentation **describing how they meet the HRC Program experience requirements**, and the impact the acquired competencies have made on the participant, their unit, division, and department. The HRC Review Panel (a panel of HR representatives from different agencies) will review, evaluate and discuss the paper and the participant's presentation with the participant before a final approval is made to award certification.

Benefits to You

16. What do you mean by "valuable credential"?

- Improves performance of participants, agencies, and state government.
- Aid to succession planning.
- Assists in the areas of HR professional development and self-improvement.
- Satisfies Knowledge requirements needed for career progression.
- Serves as an impartial endorsement of knowledge of the State's HR merit system.
- Graduates may be awarded up to 9 undergraduate credits by Wilmington University.

17. I'm not currently employed in an HR position. Will I be promoted once I complete this Certification Program?

Completion of the HRC Program does not guarantee selection or promotion in the hiring process.

18. Will my certification be recognized nationally?

The State's HRC Program is a local Certification Program.

Steps in the Human Resource Certification Process:

1. Complete an application.

- Obtain recommendation from supervisor
- Obtain endorsement from division director or agency head
- Submit completed application to the HRC Program Manager, OMB/HRM/Training and Organization Development Office in Dover

during open enrollment period.

2. **Register to attend required courses.** Review the Course Summary Assessment Form, Review Competency Curriculum document, discuss job application and desired outcome with supervisor.
3. **Attend required courses.** After completion of each course, discuss with your supervisor and complete course summary assessments.
4. **Submit completed Course Summary Assessment to the HRC Program Manager for approval within 30 days after attending training.**
5. **After completion of all required courses, and successful completion of course summary assessments, complete the Case Study Exercise.** The case study exercise focuses on real life situations and provides an opportunity to demonstrate the application and to assess the competencies developed during the overall program. Participants will have four weeks to complete this exercise and return it to the HRC Program Manager.
6. **Prepare written report and submit to HRC Program Manager.** The written report addresses the participant's HR Experience, and the impact of the acquired competencies on the participant, unit, division, and department.
7. **Make oral presentation to the HRC Review Panel.** The HRC Review Panel (a panel of HR representatives from different agencies) will review, evaluate and discuss the paper and the candidate's presentation of the paper with the candidate.
8. **The Certification is awarded.**